

Continuous Quality Improvement – County Review Time Line Narrative

6 Months prior to the review week a Notification Meeting is held with the County DHS/DSS Director and others at his/her discretion.

An Orientation (3 separate Meetings) to the CQI Review is held 3 months prior to the review week.

- 1st General Overview of the review
- 2nd Roles and Responsibilities of CPS staff and Supervisors
- 3rd Contact persons for Logistics, Case selection and Focus Groups

The CQI Team works with the county before the review week and chooses up to 12 cases that are split to reflect 6 In-Home cases and 6 Out-of-Home cases. On occasion fewer cases may be selected due to the child population and case load size in that county.

3 weeks prior to review: The case contact ensures that each caseworker, whose case(s) will be reviewed, has completed the Case Contact Sheet, the Release of Information, and the General Information form and they have been sent to the site leader.

The on-site review begins with an entrance conference on the morning of the first day of the review week. The county staff and review team will have an opportunity to meet each other at that time. From the entrance conference the reviewers split off into review groups and start the case file and interview process.

The reviewer teams conduct numerous interviews throughout the week while the site leader and logistical coordinator lead focus groups.

Focus Groups held by CQI:

- * Foster Children
- * Providers
- * Director/Upper management

Focus Group Jointly with CCI:

- * Judges
- * GAL's
- * Corporation Counsel/DA's
- * Foster Parents
- * Case Workers
- * Supervisors
- * Adversary Counsel

On Friday of the review week a Summary Conference is held to present the aggregate case data along with information that was obtained from the Focus Groups. The Summary Conference is followed by a “Next Steps” planning meeting to initiate a plan to enhance their case practice.

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In reference to the CQI Review Timeline, the final report process is as follows:

- 45th day after the Summary Conference: the director receives the first draft of the final report.
- 60th day after the Summary Conference: the director returns the report to CQI identifying any factual errors.
- 67th day after the Summary Conference: the 2nd draft of the report is returned to the director for consideration
- 74th day after the Summary Conference: the director sends to the CQI Site Leader comments to append to the report
- 81st day after the Summary Conference: the CQI Site Leader sends the director the final report, including any written comments the director wished to have appended.
- 90th day after the Summary Conference: the final report is placed on the DHFS Web.